

Eight Million People A Day: Moscow Metro Case Study

Moscow Metro is a globally leading public transport system recognised worldwide for its operational excellence. Celebrating its 90-year anniversary in May this year, the system presently takes care of nearly eight million trips every weekday.

Over the last 12 years, Moscow Metro's network has been undergoing an extensive expansion program which has by now almost doubled its length.

The presentation will provide a brief overview of the history of Moscow Metro, highlight the key aspects of its most recent network development program, and will then focus on some of the key aspects of planning, engineering, operations, and customer experience design, all of which make Moscow Metro a remarkably capable and efficient system.

Abstract

Moscow Metro entered service on May 15th, 1935, and immediately became globally known for its unprecedented approach to the design philosophy of a public transportation system.

Conceived by the Soviets as 'Palaces for people', many of its stations represent an outstanding achievement in the architecture of public structures and spaces and are known for the remarkable combination of the unique artistic richness of their décor and their meticulously thought-through engineering, an impressive breakthrough compared to other metros around the world at the time.

That combination has ultimately resulted in the creation of an entire 'Soviet metro' school of engineering thought, with systems all around the former Soviet Union, as well as several former Eastern Bloc countries, all designed and executed to the same standard of a top-performance mass public transport system.

The fall of the Soviet Union and the social and economic disruptions in Russia throughout 1990s have resulted in rapid growth of population in Moscow and a set of uniquely profound challenges before its transportation system, particularly the extreme levels of both traffic congestion and overcrowding on public transport.

Since 2011, the Government of Moscow has been committed to delivering a complete overhaul of the city's struggling transportation system, with key focus on an ambitious program of urban rail network development. By today, most of these plans have been fully implemented, resulting in a two-fold expansion of Moscow Metro and a complete overhaul of the regional rail system.

The presentation will highlight the key aspects of this monumental effort and focus on some of the intricacies and inner workings of Moscow Metro's planning, engineering, operations, and customer experience design.

(Up to 45 minutes.)